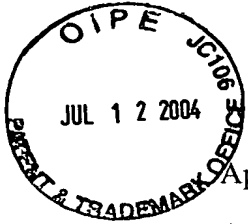


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Austin, Texas
July 8, 2004

RECEIVED

JUL 1 4 2004

Technology Center 2600

SUPPLEMENTAL AMENDMENT

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, Serial Number 09/823,770. Entry of this amendment is respectfully requested.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper.

Amendments to the Drawings begin on page 2 of this paper and include both an attached replacement sheet and an annotated sheet showing changes.

Remarks begin on page 4 of this paper.